



MONTGOMERY COUNTY
DEPARTMENT OF HEALTH & HUMAN SERVICES, AGING & DISABILITY SERVICES
LONG TERM CARE OMBUDSMAN PROGRAM
INFORMATION SHEET – February 2012

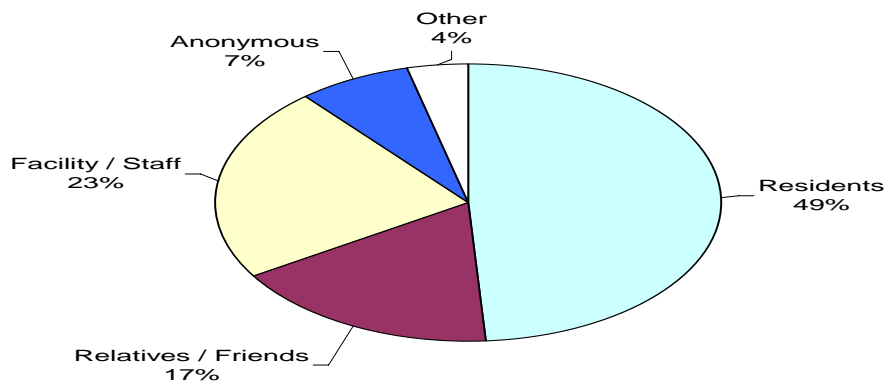
Statutory Authority: Annotated Code of Maryland, Title 10 – Human Services – Sections 212-214
Older Americans Act, including the requirements of 42 U.S.C. § 3058G

The Montgomery County Long Term Care Ombudsman Program serves over 7,700 people living in 34 Nursing Homes and 183 Licensed Assisted Living Facilities in its jurisdiction. The program is designated by the Maryland Department on Aging to operate within the Department of Health and Human Services, Aging & Disability Services. It receives federal, state, and local funding to accomplish its mission of maintaining regular presence and access to services for residents of nursing homes and licensed assisted living facilities. The program supports a cadre of volunteer ombudsman representatives which has received national recognition. As advocates for long term care residents, the staff and volunteers seek to resolve problems, replicate best practices, research current issues and trends, and convey relevant information about topics that promote the highest degree of quality of life and care.

The Long Term Care Ombudsman Program provided these reported services:

	<u>FY10</u>	<u>FY11</u>		<u>FY10</u>	<u>FY11</u>
Facility Visits	2816	2995	Meeting with Resident Councils	247	286
Consultations to Individuals	2312	2757	Meeting with Family Councils	119	117
Consultations with Facilities	1368	1427	Participation in Licensing Surveys	49	46
Complaints Addressed in Cases	283	286			

Source of Complaints



	<u>FY10</u>	<u>FY11</u>		<u>FY10</u>	<u>FY11</u>
Residents	49%	52%	Relatives/Family	17%	34%
Facility/Staff	23%	4%	Anonymous	7%	3%

Volunteer Service – Value of Time:

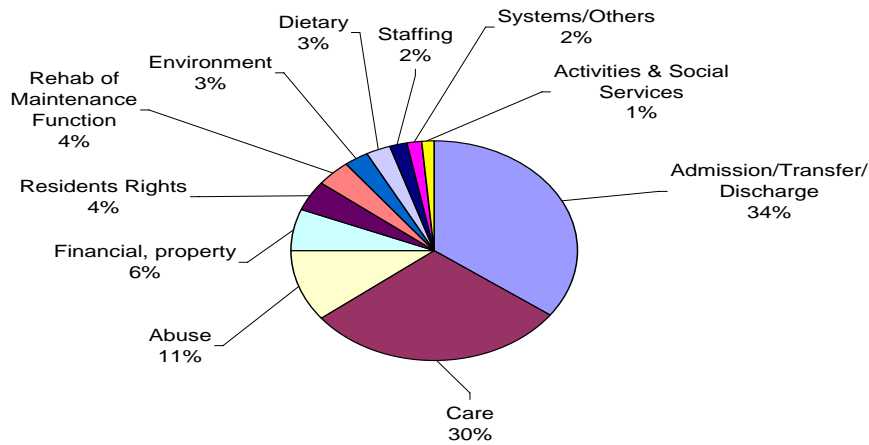
FY 10 – 57 Volunteers
FY11 – 55 Volunteers

9,017 Hours of Service worth \$201,257
14,120 Hours of Service worth \$315,158

Most Frequent Complaints Handled:

1. Discharge/eviction – planning, notice, procedures, abandonment
2. Care; including accidents, care planning, medication management
3. Abuse; including physical, sexual, verbal, and financial
4. Resident's Rights; including dignity, respect – staff attitudes, and reprisal
5. Rehabilitation of Maintenance Function
6. Environment
7. Dietary and Food Service
8. Staffing
9. Systems / Others outside of the long term care setting
10. Activities and Social Services

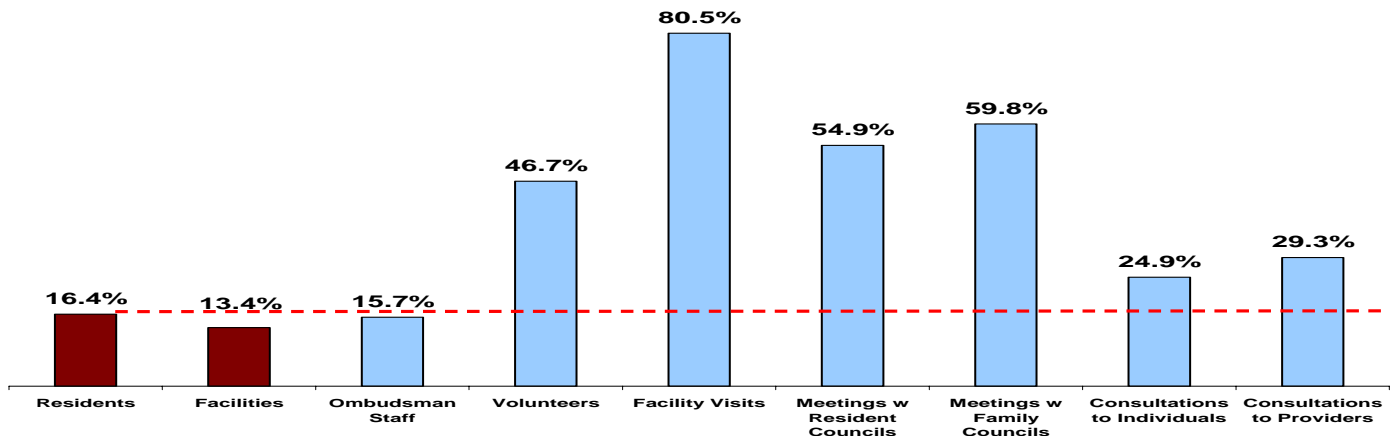
Complaint Categories (FY11)



FY10 - PROGRAM MEASUREMENTS:

- 46.72% of the statewide volunteers are members of Montgomery County LTC Ombudsman Program
- 80.45% of the reported statewide facility visits were completed by Montgomery County LTCOP
- 24.8% of the statewide Consultations to Individuals were completed Montgomery County LTCOP
- 29.33% of the statewide Consultations to Facilities were completed Montgomery County LTCOP
- 10.11% of statewide complaints addressed through cases open by Montgomery County LTCOP
- 86.2% of complaints handled in Montgomery County were resolved or partially resolved
- 26.44% of statewide meetings with resident councils were attended by members of Montgomery County LTCOP
- 59.97% of statewide meetings with family councils were attended by members of Montgomery County LTCOP

Montgomery County Compared to State



FY 10 & FY11 NOTABLE ACCOMPLISHMENTS:

- ~Neal Potter Path of Achievement Award bestowed to Ombudsman Volunteer
- ~N4A MetLife Foundation Older Volunteers Enrich America Award presented to Ombudsman Volunteer
- ~White House Event on Senior Volunteerism & Community Service with Ombudsman Volunteer panelist
- ~Howard Hinds Memorial Advocacy Award from The Consumer Voice conferred upon staff member
- ~Recipient of NACO award for involvement in the Vulnerable Elder Abuse Task Force and sponsorship of Montgomery County's World Elder Abuse Awareness Day Event
- ~Nominated and recognized during the Governor's Leadership in Aging Awards
- ~Ombudsman staff members presented at national events on nursing home and assisted living issues
- ~Featured Article in The Beacon and guests on Montgomery County Cable TV shows
- ~Hosted Town Hall Meetings regarding licensed assisted living regulations
- ~Active participation in the MDoA strategic planning process and associated workgroups

For additional information, contact Odile Brunetto, Montgomery County Area Agency on Aging Director:
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